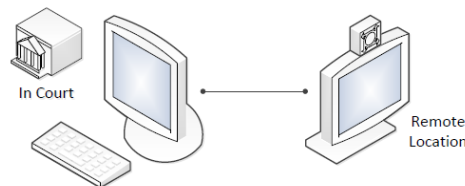




# Placer County Superior Court Remote Appearance System User Guide

Last Updated: December 17, 2020



## OVERVIEW

The Court has determined hearings eligible for parties and/or attorneys to schedule themselves for remote appearance, hearings subject to judicial approval for a remote appearance, and hearings that require the agreement of parties. See <http://www.placer.courts.ca.gov/RAS.shtml> for details on what steps are required for your hearing, and if you may appear by video or telephone.

This packet details how to access VCourt Remote Appearances, the site where attendees can schedule or cancel a remote appearance, as well as upload evidence for applicable hearing types. Click on an item in the table of contents below to navigate to that section.

### It is important to know:

1. In cases where remote appearance is default eligible or a judicial officer has approved a remote appearance, parties and/or attorneys may schedule themselves for a remote appearance. **Your last opportunity to schedule a remote appearance is 4 PM the court day BEFORE your hearing.**
2. **Only ONE PERSON can connect using the remote appearance you schedule.** If you have multiple parties appearing remotely, each person needs their own unique link and/or conference PIN and ID, which can be created by using different email addresses.
3. **The remote appearance you schedule will ONLY be valid for the date and time selected.** The conference ID, PIN, and/or link provided to you will not work if your matter is continued or has another hearing set.
4. **Your case may not be heard at the time the calendar is scheduled to start.** Stay connected and you will be taken off hold when your case is called. Keep in mind that this may take a few hours.

If you are having remote appearance related issues and cannot find the answer in this packet, please call (916) 408-6405.

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## ACCESSING VCOURT REMOTE APPEARANCES

VCourt Remote Appearances can be accessed by going to:

<https://epayment.placerco.org/VCourtPortals/>

**Note:** To appear at the hearing, follow the link that is emailed to you after you schedule. You will not be able to connect to the hearing by going to the VCourt Remote Appearances page.

In this section, you will find:

1. [Navigating to Home Page from Court's Website](#)
2. [Creating Your CA Courts Identity Account](#)
3. [Signing into your CA Courts Identity Account](#)
4. [Forgot CA Courts Identity Password](#)

### Navigating to Home Page from Court's Website

To find the VCourt link on the Court's Website, find the **Online Services** menu at the top of the page. Select **Remote Appearance System**, and then the box that says **Schedule Now**. Use the other boxes listed to find case-type specific information about remote appearances.

## Creating Your CA Courts Identity Account

To create an account:

1. Go to <https://epayment.placerco.org/VCourtPortals/> and click on **Schedule**. If you prefer not to create an account and the event you are scheduling for is telephonic eligible, you can schedule without creating an account by selecting **continue as guest**.



**SUPERIOR COURT OF CALIFORNIA  
COUNTY OF PLACER**

**VCourt™ Remote Appearances** with VCourt™ Evidence

Welcome to Placer VCourt. Select an option below to continue.

*Note: Sign In is required to schedule video appearances or participate in Evidence Sharing.*

Schedule a remote telephone or video appearance for a case with the Court.

Access online evidence sharing for uploading and managing documents for your case.

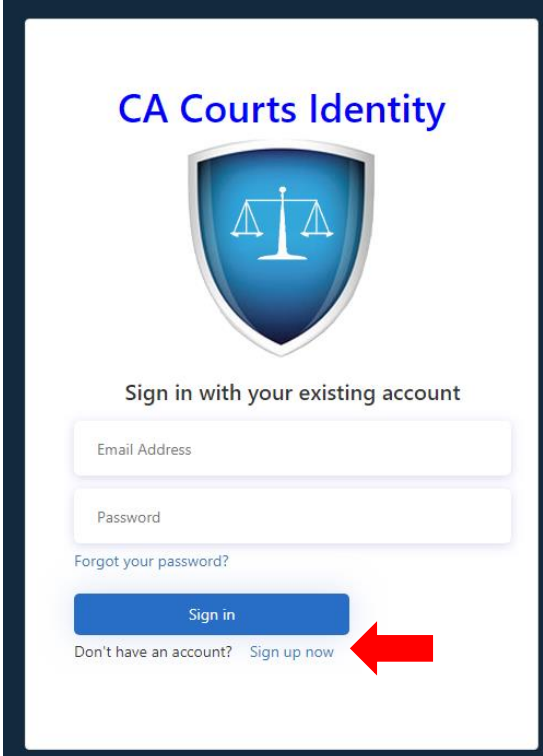
Cancel a previously scheduled remote telephone or video appearance.

**Schedule** **Evidence** **Cancel**

...or [continue as guest](#) (limited functionality)

[VCourt Home](#)

2. At the bottom of the Sign In page, click on **Sign Up Now**.



**CA Courts Identity**

Sign in with your existing account

Email Address

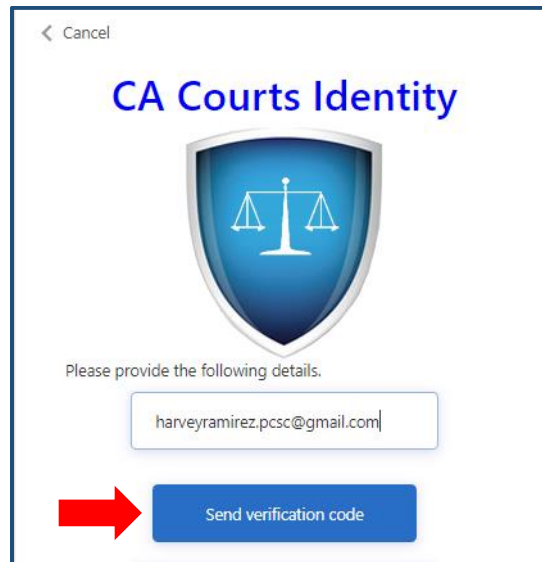
Password

[Forgot your password?](#)

**Sign in**

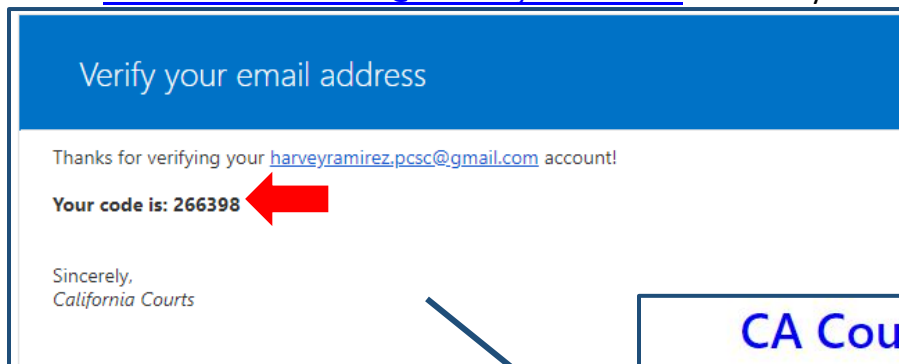
Don't have an account? [Sign up now](#)

3. Enter your email and then select **Send Verification Code**.



A screenshot of the 'CA Courts Identity' verification screen. At the top, there is a blue header with the text 'CA Courts Identity' and a shield icon containing a scale of justice. Below the header, it says 'Please provide the following details.' There is a text input field containing the email address 'harveyramirez.pcsc@gmail.com'. At the bottom, there is a blue button labeled 'Send verification code'. A red arrow points to this button.

4. A code will be sent to your email from “Microsoft on behalf of California Courts [msonlineservicesteam@microsoftonline.com](mailto:msonlineservicesteam@microsoftonline.com)”. You may need to check your spam folder.



A screenshot of an email verification message. The header is blue with the text 'Verify your email address'. The body of the email says 'Thanks for verifying your [harveyramirez.pcsc@gmail.com](mailto:harveyramirez.pcsc@gmail.com) account!'. Below this, it says 'Your code is: 266398' with a red arrow pointing to the code. At the bottom, it says 'Sincerely, California Courts'.

5. Copy and paste or enter the code sent to your email in the **Verification Code** field, and then select **Verify Code**.

If you get a message that the code has expired, select **Send New Code**. Repeat the process for the new code.



A screenshot of the 'CA Courts Identity' verification screen, similar to the one in step 3. It shows the email address 'harveyramirez.pcsc@gmail.com' in the first input field and the code '266398' in the second input field. At the bottom, there are two blue buttons: 'Verify code' and 'Send new code'. A red arrow points to the 'Verify code' button.

6. Once the code has been verified, complete the remaining fields.

- a. **Password:** It is required that your password consists of 8 to 16 characters, and includes 3 of the 4 following characteristics:

- i. Uppercase letter(s)
- ii. Lowercase letter(s)
- iii. Number(s) (0-9)
- iv. Special character(s)  
(**ex:** # @ \$ % ^ & = ! ?)

Once determined, enter your password into both the **New Password** and **Confirm New Password** fields.

- b. **Postal Code**  
c. **Full Name**

7. Select **Create** at the bottom of the screen. The button will turn dark blue once all fields are completed. If it remains shaded (pictured above), confirm each of the fields are correct.

### Signing into your CA Courts Identity Account

1. Go to <https://epayment.placerco.org/VCourtPortals/> and click on **Schedule**.

2. Enter your CA Courts Identity email address and password on the Sign in page.

**Forgot CA Courts Identity Password**

1. Go to <https://epayment.placerco.org/VCourtPortals/> and click on **Schedule**.

 SUPERIOR COURT OF CALIFORNIA  
COUNTY OF PLACER

**VCourt™ Remote Appearances** with VCourt™ Evidence

Welcome to Placer VCourt. Select an option below to continue.

*Note: Sign In is required to schedule video appearances or participate in Evidence Sharing.*

Schedule a remote telephone or video appearance for a case with the Court.

Access online evidence sharing for uploading and managing documents for your case.

Cancel a previously scheduled remote telephone or video appearance.


**Schedule** **Evidence** **Cancel**

...or [continue as guest](#) (limited functionality)

[VCourt Home](#)

2. Below the password field, click on **Forgot your password?**

**CA Courts Identity**



Sign in with your existing account

Email Address

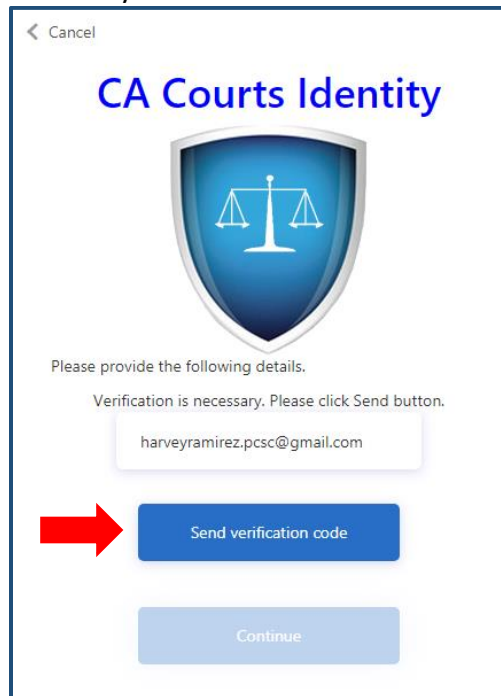
Password

**Forgot your password?**

**Sign in**

Don't have an account? [Sign up now](#)

3. Enter the email associated to your account and select **Send Verification Code**.



< Cancel

## CA Courts Identity

Please provide the following details.

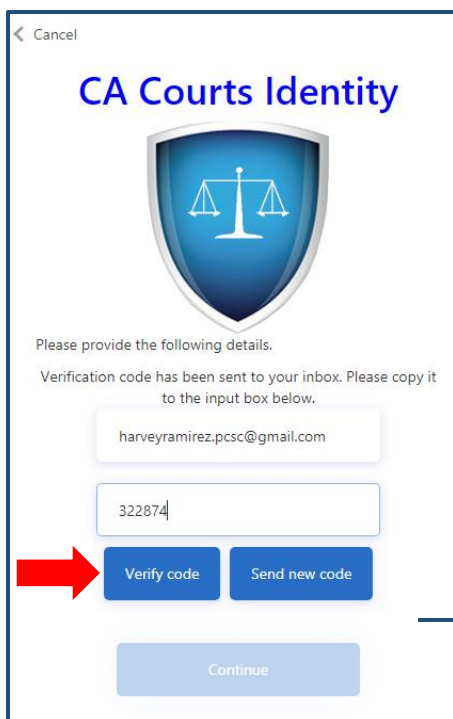
Verification is necessary. Please click Send button.

harveyramirez.pcsc@gmail.com

Send verification code

Continue

4. Copy and paste or enter the verification code sent to your email into the **Verification Code** field. Select **Continue**.



< Cancel

## CA Courts Identity

Please provide the following details.

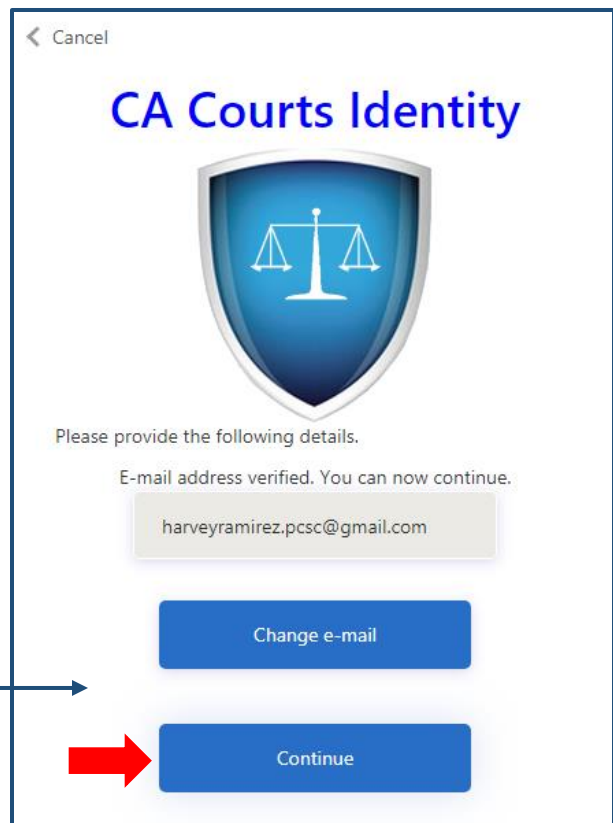
Verification code has been sent to your inbox. Please copy it to the input box below.

harveyramirez.pcsc@gmail.com

322874

Verify code Send new code

Continue



< Cancel

## CA Courts Identity

Please provide the following details.

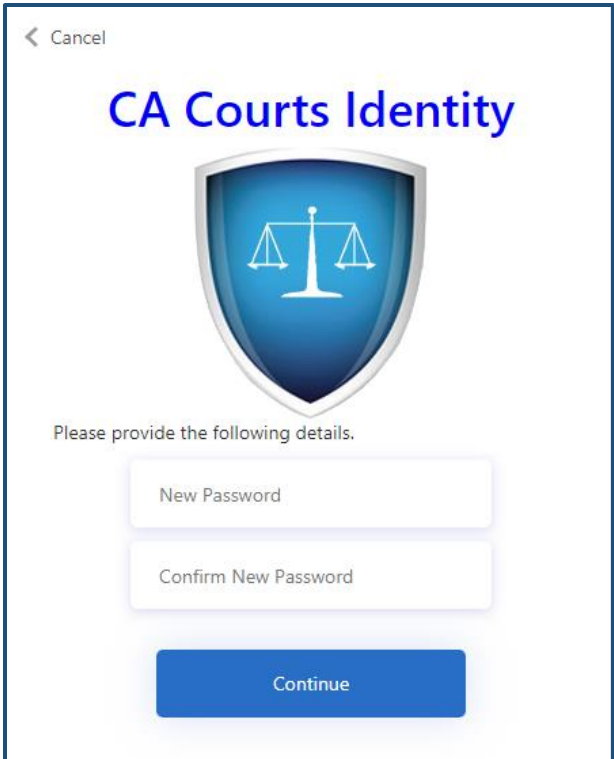
E-mail address verified. You can now continue.

harveyramirez.pcsc@gmail.com

Change e-mail

Continue

5. Create a new password. It is required that your password consists of 8 to 16 characters, and includes 3 of the 4 following characteristics:
  - i. Uppercase letter(s)
  - ii. Lowercase letter(s)
  - iii. Number(s) (0-9)
  - iv. Special character(s)  
(ex: # @ \$ % ^ & = ! ?)
6. Once determined, enter your password into both **New Password** and **Confirm New Password**.
7. Select **Continue**.
8. Login using your new password.



The screenshot shows a mobile application interface for "CA Courts Identity". At the top left is a back arrow and the word "Cancel". The title "CA Courts Identity" is in blue. Below it is a blue shield icon with a white scales of justice. The text "Please provide the following details." is centered. There are two white input fields with blue borders: "New Password" and "Confirm New Password". Below these is a blue "Continue" button.

## SCHEDULING YOUR REMOTE APPEARANCE

---

For hearing types that are default eligible for remote appearances or a judicial officer has approved a remote appearance, parties and/or attorneys may schedule themselves for a remote appearance. **If you need to submit a form to request a remote appearance, see the deadlines listed on the court's website.**

**Your last opportunity to schedule a remote appearance is 4 PM the court day BEFORE your hearing.**

If you do not schedule your remote appearance before 4 PM, you will see a “no valid events” message in red when searching for your case and you will be unable to schedule your remote appearance. Please leave yourself enough time to navigate to the scheduling page, and complete all the steps listed in this user guide. The scheduling cutoff time is precise.

**The remote appearance you schedule will ONLY be valid for the date and time selected and can only be used by one person.** The conference ID, PIN, and/or link provided to you will not work if your matter is continued or has another hearing set. If you have multiple parties appearing remotely, **each person needs their own unique link and/or conference PIN and ID.**

**To create a unique link and/or conference PIN and ID, a different email address must be used for each attendee.**

Note that if you schedule within 2 days (48 hours exactly) of the court event, there may be a late fee of \$30. This only applies to hearing types that charge a fee for appearing by telephone or video.

In this section, you will find:

1. [Navigating to Scheduling Website](#)
2. [Step 1: Search for Case](#)
3. [Step 2: Attendee Info](#)
4. [Step 3: Select Events](#)
5. [Step 4: Finalize](#)
6. [Cancelling Your Remote Appearance](#)

### Navigating to Scheduling Website

Select **Schedule** to be directed to the CA Courts Identity Sign In page.

See [Creating Your CA Courts Identity Account](#) if you have not yet made an account. Creating a CA Courts Identity account is only required for video appearances. If you are scheduling a telephonic appearance, select **continue as guest** in the bottom right corner. Once on the next page, select **Schedule**.

 **SUPERIOR COURT OF CALIFORNIA  
COUNTY OF PLACER**

**VCourt™ Remote Appearances** with VCourt™ Evidence

Welcome to Placer VCourt. Select an option below to continue.

*Note: Sign In is required to schedule video appearances or participate in Evidence Sharing.*

Schedule a remote telephone or video appearance for a case with the Court.	Access online evidence sharing for uploading and managing documents for your case.	Cancel a previously scheduled remote telephone or video appearance.
 <b>Schedule</b>	<b>Evidence</b>	<b>Cancel</b>

...or [continue as guest](#) (available for telephonic only)

[VCourt Home](#)

**Step 1: Search for Case**

Enter your case number, including any numbers, letters, and dashes. See the case number entered in the search field, or list of case numbers with X's, as examples. Once entered, select **Proceed to Step 2**.



 SUPERIOR COURT OF CALIFORNIA  
COUNTY OF PLACER

User: harveyramirez.pcsc@gmail.com [Log out](#)

**VCourt™ Remote Appearances**

To schedule one or more remote appearances for an upcoming event, first enter the case number below. You will then select the party and enter attendee information, choose one or more events, and then finalize and pay (if applicable).

**Step 1. Search for Case** >> **Step 2. Attendee Info** >> **Step 3. Select Events** >> **Step 4. Finalize & Pay**

Enter your full case number, letters and numbers.

- S-CV-XXXXXXX
- T-CV-XXXXXXX
- M-CV-XXXXXXX
- S-PR-XXXXXXX
- S-FS-XXXXXXX
- S-DR-XXXXXXX

Enter Case Number:  

[VCourt Home](#)

If you see an error message in red after select **Proceed to Step 2**, you may have entered your case number incorrectly, or your hearing may not be eligible for scheduling/scheduling without approval. Check the Court's website at <http://www.placer.courts.ca.gov/RAS.shtml> to see if your hearing type is eligible for a remote appearance.

## Step 2: Attendee Info

Step 2 is how the court gathers your contact information and is able to identify you on the day of your hearing.

You will first be prompted to identify the type of attendee you are by selecting the empty circle for either **An Attorney**, **A Party to the Case**, or **Other**.

**SUPERIOR COURT OF CALIFORNIA  
COUNTY OF PLACER**

User: harveyramirez.pcsc@gmail.com [Log out](#)

**VCourt™ Remote Appearances**

Step 1. Search for Case >> **Step 2. Attendee Info** >> Step 3. Select Events >> Step 4. Finalize & Pay

\*Attendee ☐ An Attorney ☐ A Party to the Case ☐ Other

[Proceed to Step 3.](#) [Quit](#)

\* Required Fields

[VCourt Home](#)

After you have chosen the Attendee type, the rest of the Attendee Info form appears. The form differs slightly for each category.

### Attorney

- Enter your name, firm, and bar number.
- Enter your phone number.
- Select your client's name in the drop-down menu.
- You may add up to three people to receive your same confirmation email. **This does not schedule them for their own remote appearance.**

\*Attendee ☒ An Attorney ☐ A Party to the Case ☐ Other

\*Attendee Name

\*Firm Name

\*Bar Number

\*Attendee Email

\*Confirm Email

\*Attendee Phone

\*Party Name

Additional email addresses for appearance information

Schedule a reminder for the attendee by:  
☐ SMS ☐ Email

[Proceed to Step 3.](#) [Quit](#)

\* Required Fields

*A Party to the Case*

- Enter your phone number.
- Select your name from the drop-down menu.
- You may add up to three people to receive your same confirmation email.  
**This does not schedule them for their own remote appearance.**

\*Attendee ☐ An Attorney ☒ A Party to the Case ☐ Other

\*Attendee Email

\*Confirm Email

\*Attendee Phone

\*Party Name

Additional email addresses for appearance information


Schedule a reminder for the attendee by:  
☐ SMS ☐ Email

\* Required Fields

You may also schedule reminders by SMS (text message) or email for your remote appearance. Once all the required fields are completed, select **Proceed to Step 3**.

**Step 3: Select Events**

Select the event you are scheduling a remote appearance for by clicking on the empty box next to the date and time. Once selected, click on **Proceed to Step 4**.



**SUPERIOR COURT OF CALIFORNIA  
COUNTY OF PLACER**

User: harveyramirez.pcsc@gmail.com [Log out](#)

**VCourt™ Remote Appearances**


Step 1. Search for Case >> Step 2. Attendee Info >> **Step 3. Select Events** >> Step 4. Finalize & Pay

**R-SC-0025604 - Ramirez, Harvey vs. Hamilton Susan**  
Party: Harvey Ramirez

Event Time	Event Description	Appearance Type	Registration Fee	Total Fees
<input checked="" type="checkbox"/> 4/12/2021 9:00 AM	725110 - Small Claims Hearing	Video \$0.00	\$0.00	\$0.00

**Step 4: Finalize**

The user information and selected event appears appear on the Finalize & Pay page. Review and confirm the information is correct before selecting **Schedule**.


**SUPERIOR COURT OF CALIFORNIA  
COUNTY OF PLACER**

User: harveyramirez.pcsc@gmail.com [Log out](#)

### VCourt™ Remote Appearances

Step 1. Search for Case >> Step 2. Attendee Info >> Step 3. Select Events >> **Step 4. Finalize & Pay**

**Attendee Information**

Attendee Role: Party  
 Attendee Name: Harvey Ramirez  
 Attendee Email: harveyramirez.pcsc@gmail.com  
 Attendee Phone: (111) 111-1111  
 Reminders: None

**Selected Events**

Appearance Info	Case / Party	Event Details	Type	Amount	
4/12/2021 9:00 AM Department 40 - AM	R-SC-0025604 - Harvey Ramirez vs. Hamilton Susan Party: Harvey Ramirez	Small Claims Hearing	Video	\$0.00	<a href="#">Remove</a>
<b>Total</b>				<b>\$0.00</b>	

[Add More Appearances](#)

**Schedule**

[Schedule](#) [Quit](#)

---

**Payment Support**

For support with your remote appearance payment, contact us at: [postmasters@placerco.org](mailto:postmasters@placerco.org) or 916-408-6000.  
[VCourt Home](#)

If you are scheduling for an event that charges a fee, you will also need to add a payment method. Once entered, select **Submit Payment**.

[Add More Appearances](#)

**Make Payment**

☒ Credit Card ☐ eCheck

Enter your payment information below. Please note: this system accepts Visa and MasterCard.

Name	<input type="text"/>
Phone	<input type="text"/>
Email	<input type="text" value="harveyramirez.pcsc@gmail.c"/>
Credit Card Number	<input type="text"/>
Expiration Date (MM/YYYY)	<input type="text"/>
Billing Zip Code	<input type="text"/>
CVV Code	<input type="text"/>

[Submit Payment](#) [Quit](#)

If you select **Add More Appearances**, you can schedule more appearances for the same attendee on other cases before paying. You will be directed to complete steps 1-4 again for the second case.

User: harveyramirez.pcsc@gmail.com [Log out](#)

**VCourt™ Remote Appearances**

To schedule one or more remote appearances for an upcoming event, first enter the case number below. You will then select the party and enter attendee information, choose one or more events, and then finalize and pay (if applicable).

**Step 1. Search for Case** >> **Step 2. Attendee Info** >> **Step 3. Select Events** >> **Step 4. Finalize & Pay**

Enter your full case number, letters and numbers.

- S-CV-XXXXXXX
- T-CV-XXXXXXX
- M-CV-XXXXXXX
- S-PR-XXXXXXX
- S-FS-XXXXXXX
- S-DR-XXXXXXX

Enter Case Number:

## Confirmation

Once the appearance is scheduled, you will receive a confirmation email that replicates the confirmation page below. This email will include a personal website link to join the web conference on the day of the hearing.

User: harveyramirez.pcsc@gmail.com [Log o](#)

### VCourt™ Remote Appearances

---

#### Confirmation

Thank you for your payment. The confirmation below has been sent to the email address you provided.

[Print](#) [Return](#)

---

This is a confirmation for **Harvey Ramirez** from **Placer Superior Court**. You have been scheduled for the remote appearance(s) shown below.

---


#### Payment Confirmation

Total Amount Paid: \$0.00  
Confirmation Number: NF201216101383  
For payment issues: postmasters@placerco.org or 916-408-6000

---

#### How to Join Your Remote Event


On the date & time of your event, connect:

 By VIDEO: Use your video capable device: Click on the **Conference ID** or video link shown below (or paste the link into your browser).

You will need the **Conference ID** and **Conference PIN** shown below.

---

#### Remote Appearances Scheduled

	Event Date & Time	Case / Party	Event Details	Amount	Conference ID*	Conference PIN	Event Instructions
	4/12/2021 9:00 AM Department 40 - AM	R-SC-0025604 Party: Harvey Ramirez	Small Claims Hearing	\$0.00	<a href="#">26775974</a>	8709	<a href="#">Video Hearings</a>

\* [Conference ID](#) [Video Link](#)  
26775974 <https://remoteappearance.placerco.org/conference/join?autoJoinPasscode=26775974&autoJoinPin=8709>

**NOTE: Recording, streaming or rebroadcasting your hearing is prohibited by rule of court, including CRC 1.150 and local rules.**

---

#### Attendee Information

Name: Harvey Ramirez  
Email: harveyramirez.pcsc@gmail.com  
Reminders: None (Note: Any reminder requested will be sent to the attendee the evening prior to the event.)

---

#### Cancellations

(go to <http://www.placer.courts.ca.gov/RAS-refunds-cancellation.shtml>)

Cancellation requests must be made before 9:00 AM or the start time of your appearance, whichever comes first. You will need your **Email** and your payment **Confirmation Number** shown above.

---

#### Conference Support & Information

Further information about attending a remote conference, including devices & browsers supported and who to contact for support/help with your remote appearance, is available at <http://www.placer.courts.ca.gov/ras.shtml>

### Cancelling Your Remote Appearance

**Cancelling a remote appearance is not the same thing as ‘cancelling’ the court hearing.** By cancelling, you are indicating you will not appear remotely. Your court hearing will move forward.

The cutoff time for canceling a video or telephone appearance is 9 a.m. the morning of the hearing, or one hour beforehand, whichever occurs first. However, there may be a late cancellation fee of \$5 if canceling late.

To cancel a remote appearance:

1. Find your confirmation number under **Payment Confirmation** in your confirmation email.

---

#### Payment Confirmation

Total Amount Paid: \$0.00



Confirmation Number: NF201216101383

For payment issues: [postmasters@placerco.org](mailto:postmasters@placerco.org) or 916-408-6000

---

2. To cancel a video appearance, select **Cancel** to be directed to the CA Courts Identity Sign In page. If you did not make an account to schedule your telephonic appearance, select **continue as guest** and then **Cancel**.

 **SUPERIOR COURT OF CALIFORNIA  
COUNTY OF PLACER**

**VCourt™ Remote Appearances** with VCourt™ Evidence

Welcome to Placer VCourt. Select an option below to continue.

*Note: Sign In is required to schedule video appearances or participate in Evidence Sharing.*

Schedule a remote telephone or video appearance for a case with the Court.	Access online evidence sharing for uploading and managing documents for your case.	Cancel a previously scheduled remote telephone or video appearance.
<a href="#">Schedule</a>	<a href="#">Evidence</a>	<a href="#">Cancel</a>

...or [continue as guest](#) (available for telephonic only)

[VCourt Home](#)

3. Enter your email address and Confirmation number into the fields and select **Search**.

**Cancel an Appearance:**

E-mail Address

Confirmation Number

4. Any appearances available to cancel will be listed. Select the empty checkbox for the appearance you would like to cancel.

**Cancellation**

The following events were located. Please select the ones you would like to cancel.

	Event Time	Case Number	Case Caption	Event Code	Appearance Type	Amount
<input type="checkbox"/>	4/12/2021 9:00 AM	R-SC-0025604	Harvey Ramirez vs. Hamilton Susan	725110	Video	\$0.00

5. To confirm cancelling your remote appearances, select **Continue**.

You have selected to cancel the following events:

4/12/2021 9:00 AM R-SC-0025604 Harvey Ramirez vs. Hamilton Susan 725110

6. Once the appearance is scheduled, you will receive a confirmation email that replicates the confirmation page below.

User: harveyramirez.pcsc@gmail.com [Log out](#)

**VCourt™ Remote Appearances**

Thank you. Your cancellation request has been received for the following events and will be processed:

This is a confirmation for **Harvey Ramirez** from **Placer Superior Court**. You have cancelled the remote appearance(s) shown below.

**Remote Appearances Cancelled**

Event Date & Time	Case Number	Event Description	Amount	Cancellation Fee	Refund Due
4/12/2021 9:00 AM	R-SC-0025604	Small Claims Hearing	\$0.00	\$0.00	\$0.00

**Payment Info**

Total Refund Due: \$0.00  
Confirmation Number: **NF201216101383**

Any refunds will be processed pursuant to California Rules of Court Rule 3.670(k)(3).  
For payment issues: [postmasters@placerco.org](mailto:postmasters@placerco.org) or 916-408-6000

**Attendee Information**

Name: Harvey Ramirez  
Email: [harveyramirez.pcsc@gmail.com](mailto:harveyramirez.pcsc@gmail.com)

## CONNECTING ON THE DAY OF YOUR HEARING

A remote appearance is the same as an in-person appearance and any actions that occur in the hearing carry the same authority as if all individuals were physically in the courtroom. You should prepare for your remote appearance as if you are personally appearing at the courthouse.

This section summarizes how to connect to your telephone or video appearance, and important video appearance details to ensure your device is set up correctly for the hearing. In this section, you will find:

1. [How to Connect: Telephonic](#)
2. [How to Connect: Video](#)
  - a. [Technical Specifications](#)
  - b. [Test Your System's Compatibility](#)
  - c. [Confirm You're Connected](#)
  - d. [Navigating the VCourt Conference Menu](#)
  - e. [Settings and Etiquette](#)

### How to Connect: Telephonic

1. Dial the call-in number shown in your confirmation email.
2. When prompted, enter your Conference ID, followed by the # (pound) sign.
3. When prompted, enter your unique Conference Pin, followed by the # (pound) sign.

### How to Connect: Video

At the time or up to 15 minutes before your hearing, **click the link provided in your confirmation email**. You will be automatically dropped into the video conference, so you will not need to enter the Conference ID or PIN. Here is an example:

Remote Appearances Scheduled

	Event Date & Time	Dept	Case Number	Event Description	Amount	Conference ID*	Conference PIN	Event Instructions
	DATE & TIME	DEPT #	CASE NUMBER	Small Claims Hearing	\$94.00	<a href="#">6196112</a>	1231	<a href="#">Video Hearings</a>

\* Conference ID    Video Link

6196112

<https://remoteappearance.placerco.org/conference/join?autoJoinPasscode=6196112&autoJoinPin=1231>

**CLICK EITHER LINK**

### Test Your System's Compatibility

It is highly recommended to test your system on a day before your hearing. You can test your system's compatibility by going to <https://devmcu.compunetix.com/helper>, or by going to the Remote Appearance page <http://www.placer.courts.ca.gov/RAS.shtml> and selecting:

**Test Your System Here**

### *Browser Recommendations*

The following browsers are **recommended** for use:

- Google Chrome 47 or later, on both Windows and Apple devices.
- Mozilla Firefox 52 or later, on both Windows and Apple devices.
- Microsoft Edge 83 or later, on Windows devices.
- Apple Safari 12.2 or later, on Apple devices.

**Do not use Internet Explorer.**

### *Settings and Etiquette*

#### Settings and Technology Preparation:

- The court requires you to be **located indoors with limited background noise and distractions**, and have a clear audio and video stream. The use of headphones is highly recommended.
- It is highly recommended to **have a charger easily accessible or plugged into your device** before and during the hearing.
- **Test your system prior to connecting** at <https://devmcu.compunetix.com/helper>.
- **Keep your video and audio UNMUTED while on hold.** You will be placed on hold when you join. Stay on the video call and you will be taken off hold by the court when your case is called. Keep in mind that this may take a few hours.
- If at any time you become disconnected from the hearing, **please rejoin the conference by closing the window and reselecting the same link.**

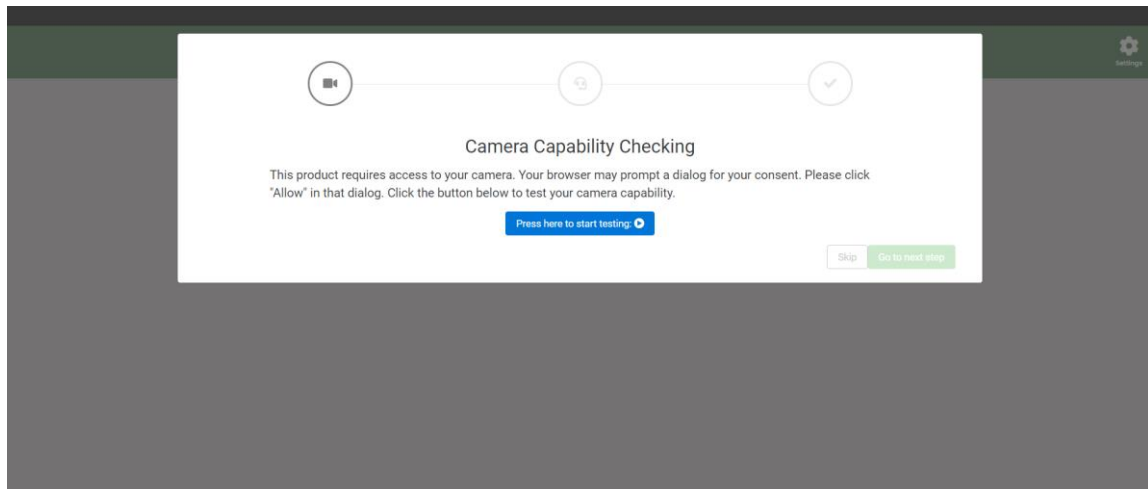
#### Etiquette:

- You **may not record, live stream or otherwise capture** your video appearance.
- You **may not receive assistance from anyone besides your attorney or interpreter** during your hearing.
- **Dress appropriately.** Dress as if you were appearing in person at the courthouse.
- **Prepare in the same way you would if appearing in person.** Have your documents, electronically or in hard copy, available before your hearing starts.
- Position your device's camera so that **your face is fully displayed.**

**Reminder:** The conference information emailed to your will **ONLY** work for the court hearing listed. If your matter is continued or has another hearing set, this link will NOT work for your future hearing(s).

### *Confirm You're Connected*

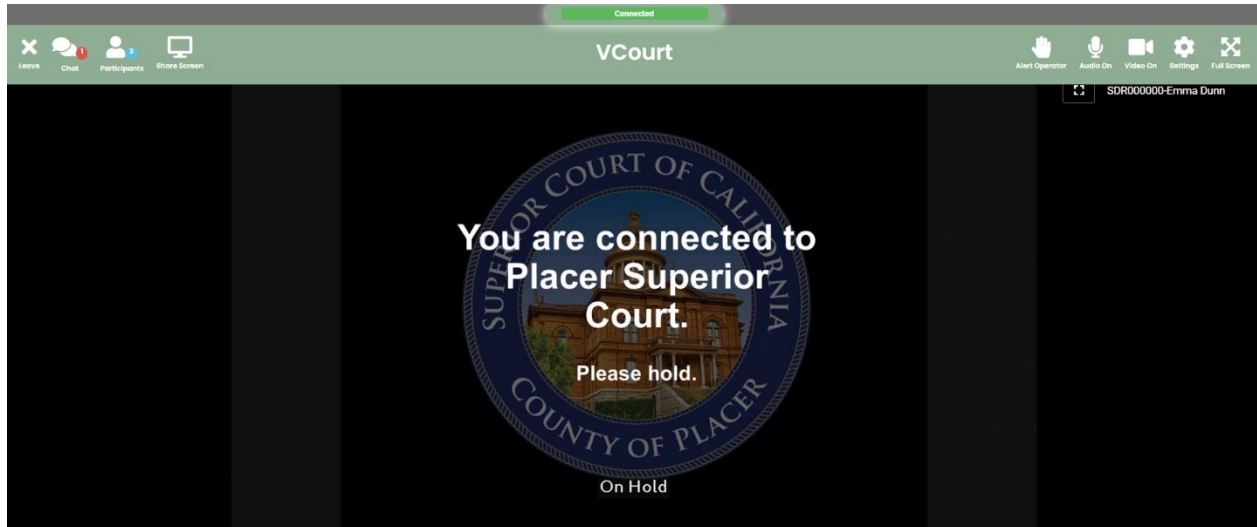
When you first join the conference, you will be required to complete the system test. This will ask you to check your camera, microphone, and speaker.





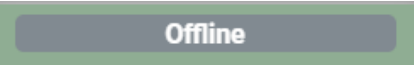
**If you fail the system test,** try connecting using a different device. If you do not have a secondary device available, call the court at (916)408-6405.

If you pass the system test, you will be placed on hold. The Clerk will see that you have joined the conference, and will take you off hold when your case is being called or to provide any updates. There are a few ways to confirm that you are connected to the conference:

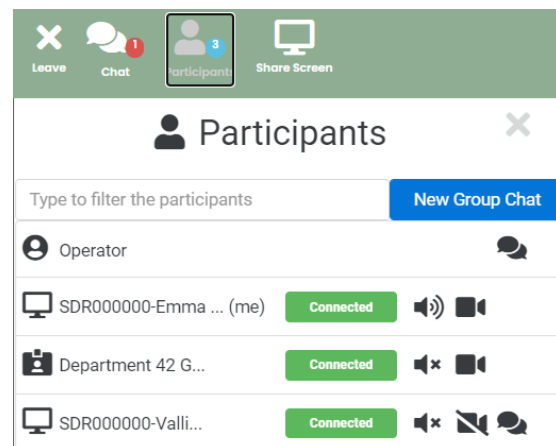
1. You can see the hold screen.



2. The gray bar at the top of your screen says **Connected**. There are three possible connection statuses:

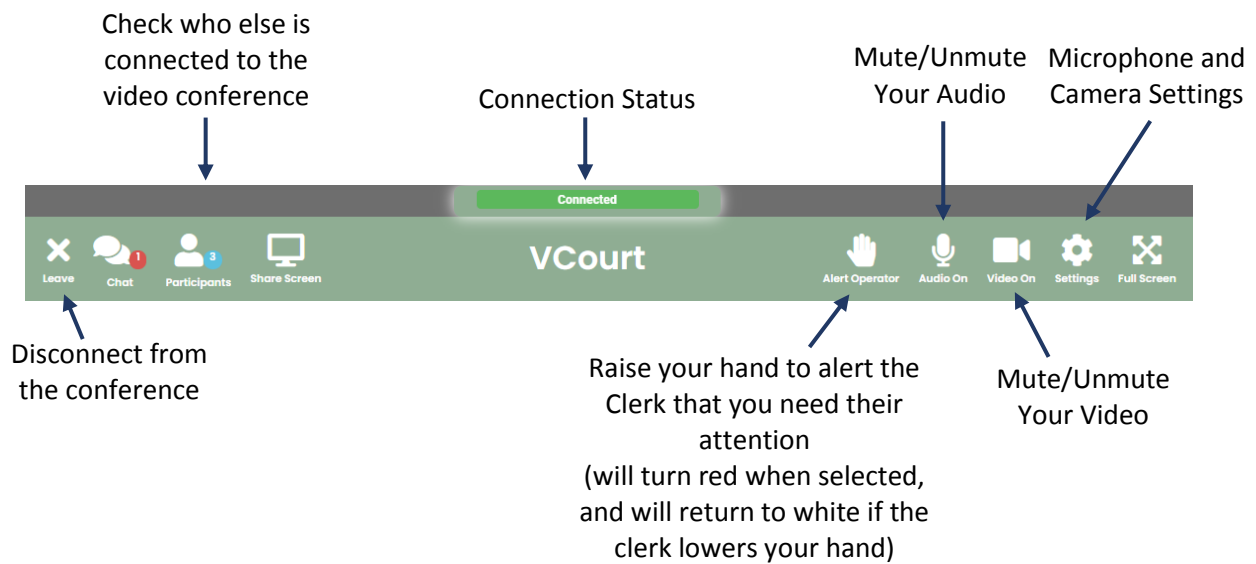
	<b>You are connected</b> and the Clerk can see that you are on hold.
	<b>You are not connected.</b> This means that there is a setting or technical issue that is preventing you from connecting. <a href="#">Test your system here</a> , or call (916)408-6405 for support.
	<b>You are not connected.</b> This means that your system has stopped trying to connect. <a href="#">Test your system here</a> , or call (916)408-6405 for support.

3. There are other participants (including the courtroom) listed under Participants. The number in the blue circle indicates how many participants are in the conference.

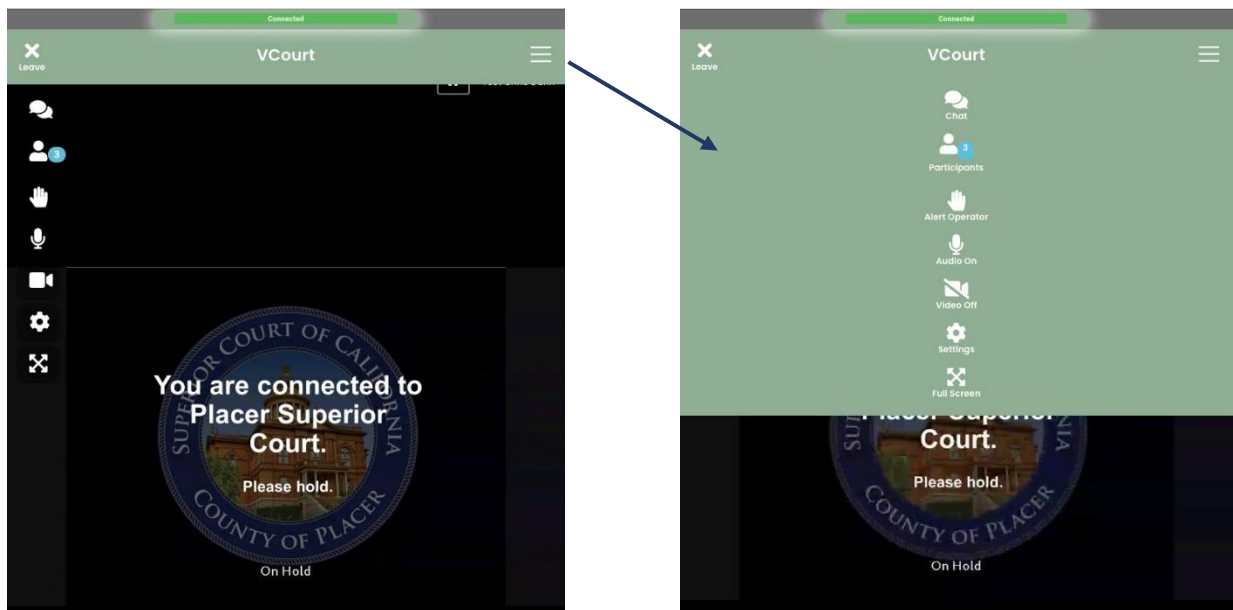


### Navigating the VCourt Conference Menu

Below are the menu options most commonly used:



**Note:** If using a phone or tablet, you can use the controls on the left side of the screen, or select the menu button in the top right corner to expand the options.



## EVIDENCE

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Electronic Evidence sharing is only available for certain event types. If allowed, you will receive a second email after scheduling your video appearance. Please look for a subject line that says **Evidence Sharing Set Up ([Case Number – Case Name])**.

You may upload evidence online prior to your hearing. Because parties will not be physically present in the courtroom, **any evidence you intend on sharing must be uploaded to the VCourt website**. This website is only intended for evidence, you cannot file documents through this method.

**Your last opportunity to upload evidence will be one hour before the hearing.** For example, if the calendar begins at 9:00 AM, the ability to upload evidence will be cutoff at 8:00 AM. Only at the cutoff time, you will be able to see the other parties' evidence folder (for viewing only). Please leave yourself enough time to organize your evidence, navigate to the website, and complete all the steps required to upload the files. The cutoff time of one hour prior to the hearing is precise.

Accessing the Evidence portion of VCourt is dependent upon scheduling a video appearance. Please return to the [Scheduling](#) section of this user guide if you have not yet completed that step.


In this section, you will find:

1. [Uploading Evidence](#)
  - a. [Technical Specifications](#)
2. [Viewing Evidence](#)

## Uploading Evidence

Evidence Sharing is accessible by either selecting the link in the **Evidence Sharing Set Up** email, or by returning to the VCourt home page at <https://epayment.placerco.org/VCourtPortals/>.

1. Select **Evidence** to be directed to the CA Courts Identity Sign In page. See [Creating Your CA Courts Identity Account](#) if you have not yet made an account.



**SUPERIOR COURT OF CALIFORNIA  
COUNTY OF PLACER**

**VCourt™ Remote Appearances** with VCourt™ Evidence

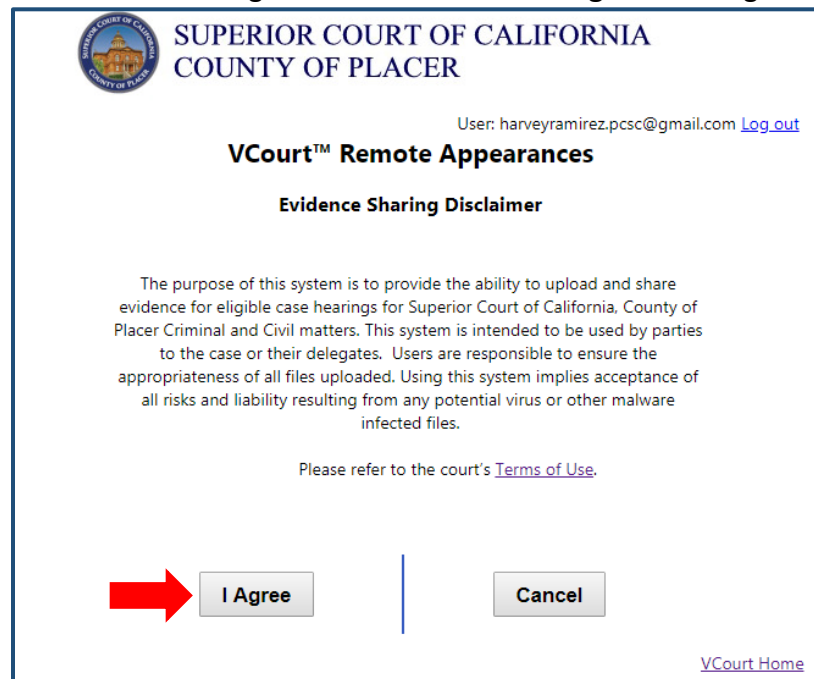
Welcome to Placer VCourt. Select an option below to continue.

*Note: Sign In is required to schedule video appearances or participate in Evidence Sharing.*

Schedule a remote telephone or video appearance for a case with the Court.	Access online evidence sharing for uploading and managing documents for your case.	Cancel a previously scheduled remote telephone or video appearance.
<b>Schedule</b>	<b>Evidence</b>	<b>Cancel</b>

...or [continue as guest](#) (available for telephonic only)

2. Review the Evidence Sharing Disclaimer and select **I Agree** to navigate to the next page.



**SUPERIOR COURT OF CALIFORNIA  
COUNTY OF PLACER**

User: harveyramirez.pcsc@gmail.com [Log out](#)

**VCourt™ Remote Appearances**

**Evidence Sharing Disclaimer**

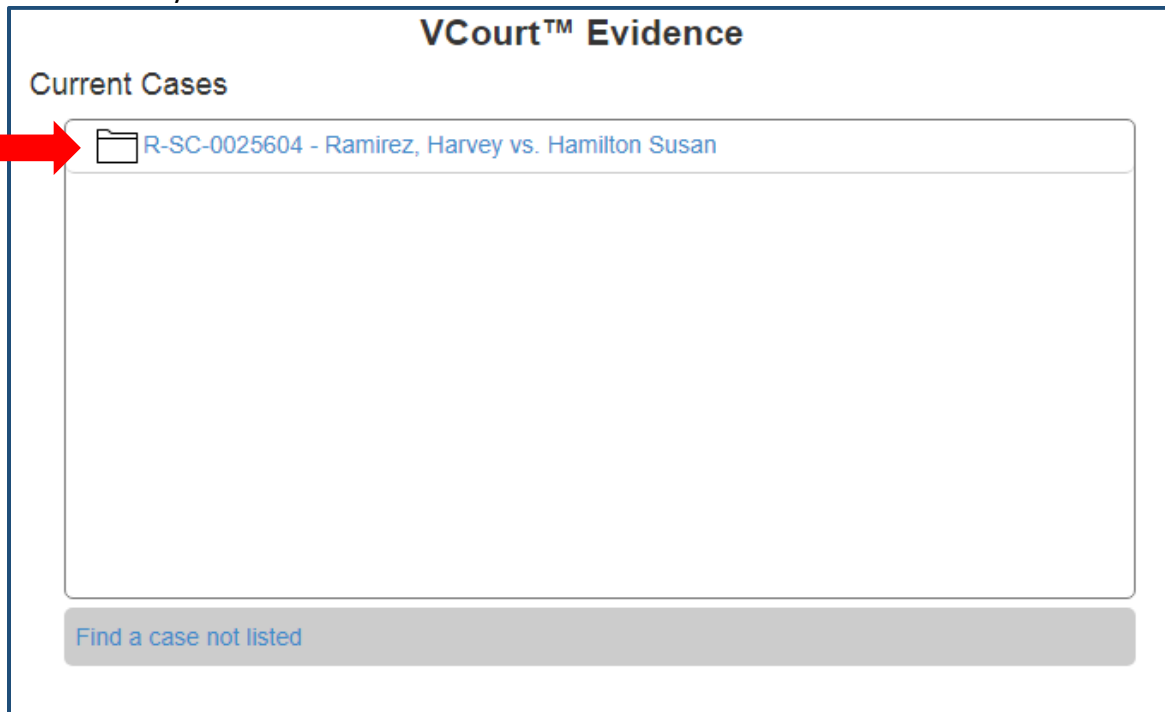
The purpose of this system is to provide the ability to upload and share evidence for eligible case hearings for Superior Court of California, County of Placer Criminal and Civil matters. This system is intended to be used by parties to the case or their delegates. Users are responsible to ensure the appropriateness of all files uploaded. Using this system implies acceptance of all risks and liability resulting from any potential virus or other malware infected files.

Please refer to the court's [Terms of Use](#).

<b>I Agree</b>	<b>Cancel</b>
----------------	---------------

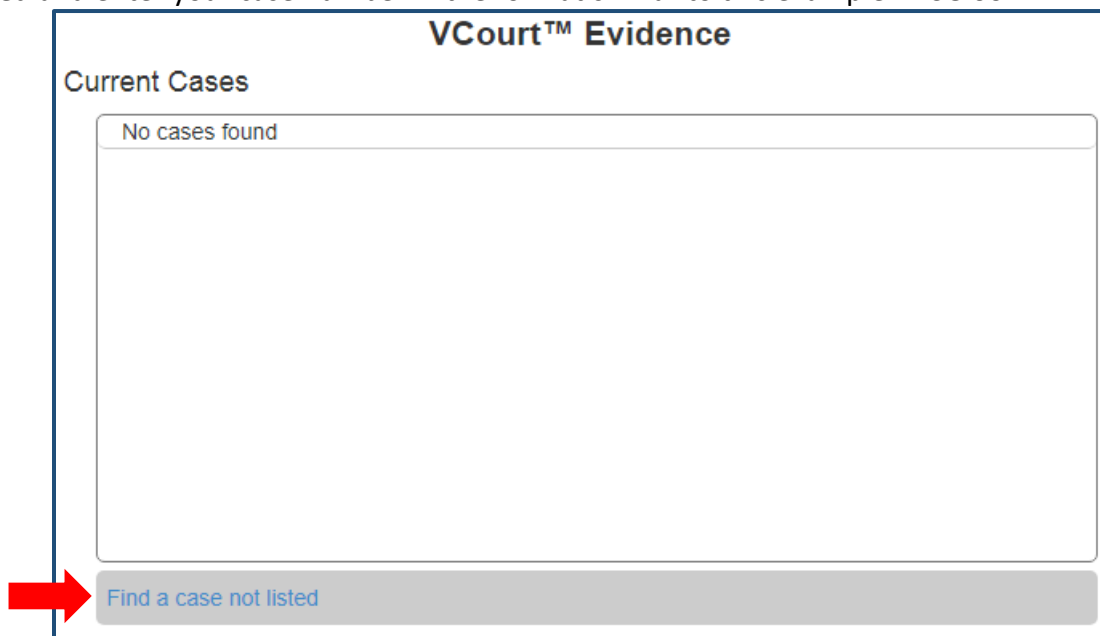
[VCourt Home](#)

3. Click on your case number.



The screenshot shows the VCourt™ Evidence interface. At the top, it says "VCourt™ Evidence". Below that, there is a section titled "Current Cases". Inside this section, there is a list of cases. The first case is "R-SC-0025604 - Ramirez, Harvey vs. Hamilton Susan". A red arrow points to this case. Below the list, there is a button labeled "Find a case not listed".

If the Current Cases box says **No cases found** instead of listing your case, select **Find a case not listed** and enter your case number in the format similar to this example: **R-SC-00#####**.



The screenshot shows the VCourt™ Evidence interface. At the top, it says "VCourt™ Evidence". Below that, there is a section titled "Current Cases". Inside this section, there is a message "No cases found". Below this message, there is a button labeled "Find a case not listed". A red arrow points to this button.

Click on your name from the list – this is your “folder” and where you may upload your files. **Do not claim the other parties’ folder or more than one folder.**

If you see a red message that says **Case not found, or there are no upcoming eligible events for this case** (example below):

### VCourt™ Evidence

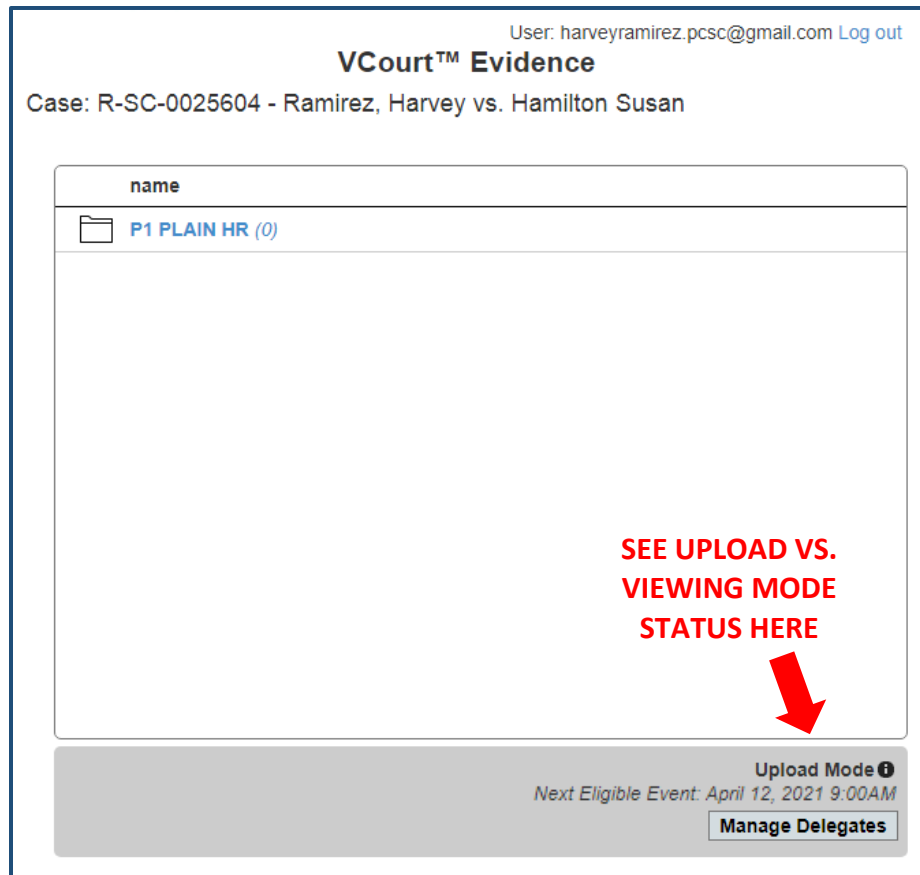
#### Search

If your case is not yet setup for Evidence Sharing for you, you can search for a case below, and then you will be able to select your party and attempt to participate in evidence sharing.

**Case Number**  **Case not found, or there are no upcoming eligible events for this case**

- Make sure your case is eligible for evidence sharing (confirm you received an email about evidence when scheduling your video appearance).
- Double check that you have correctly entered your case number.
- If the case number is correct and the event is eligible for evidence, this means that there are no video appearances scheduled for your case. **You must schedule your remote appearance before you can upload evidence.** Refer back to page two (2) for information on scheduling your video appearance.

4. You will be able to upload exhibits if the site is in **Upload Mode**. When in Upload Mode, you will only see your folder listed for the case. Select the on folder listed to upload your files.

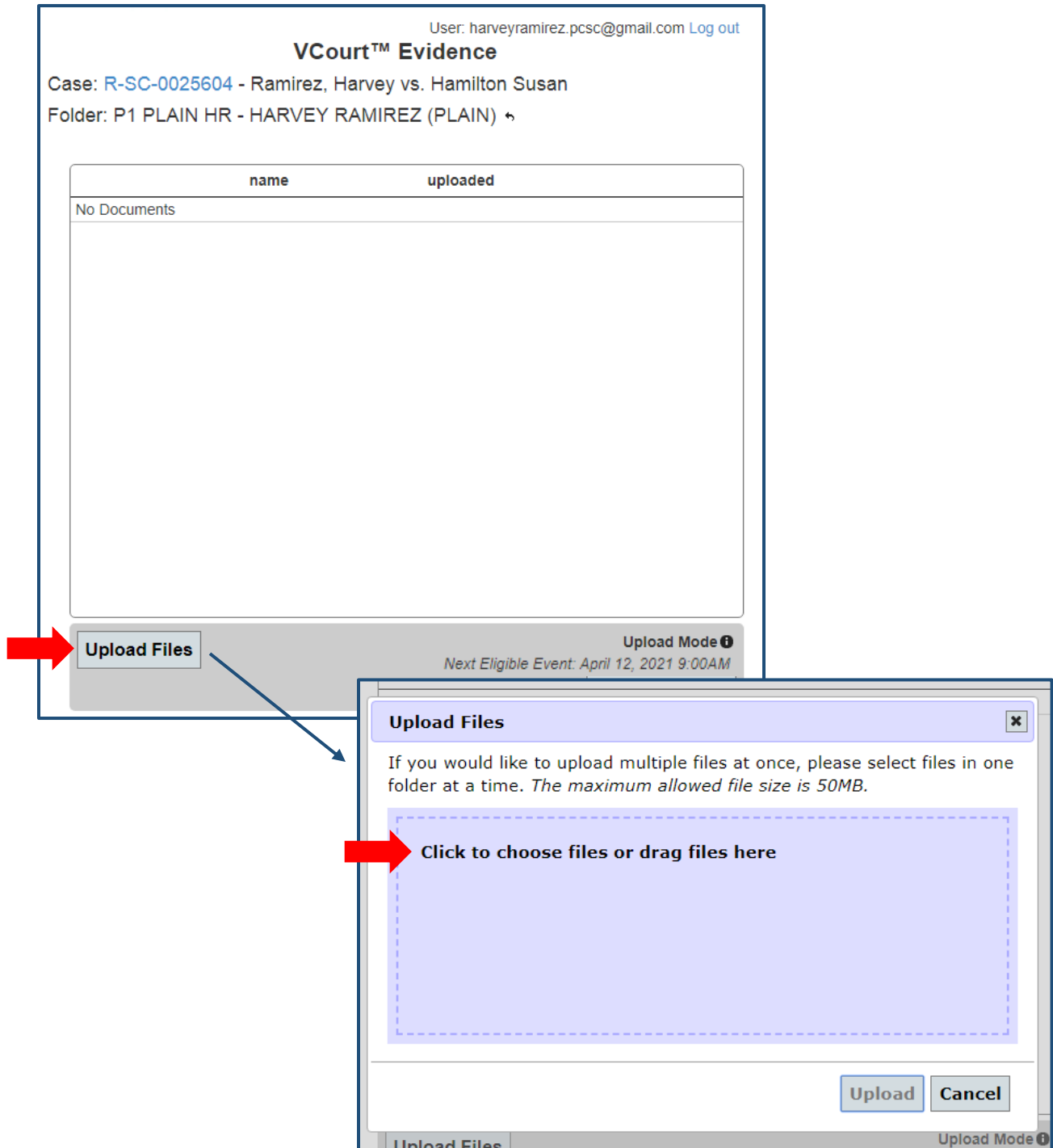


The naming convention for folders is as follows: [Party Number] [Party Type] [Party Initials]. For example, a folder name of "P2 DEF JS" means:

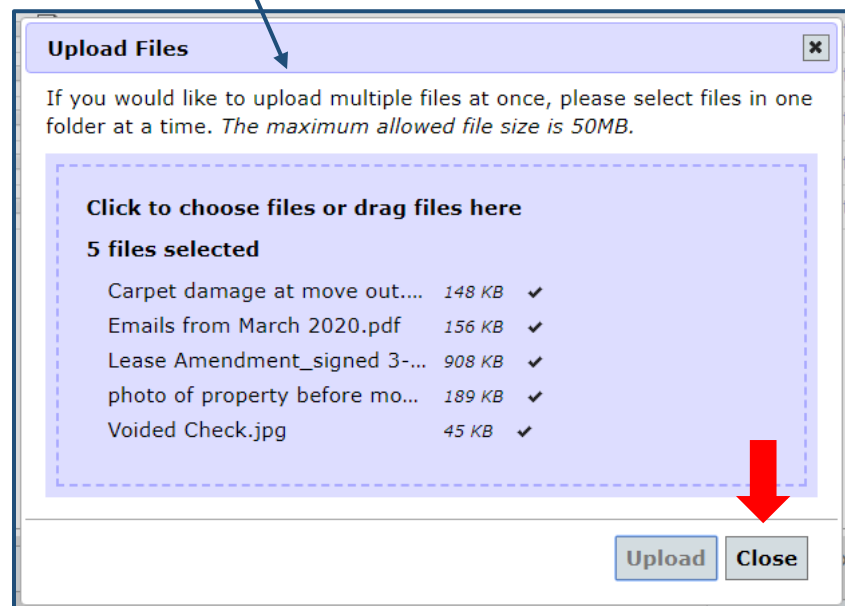
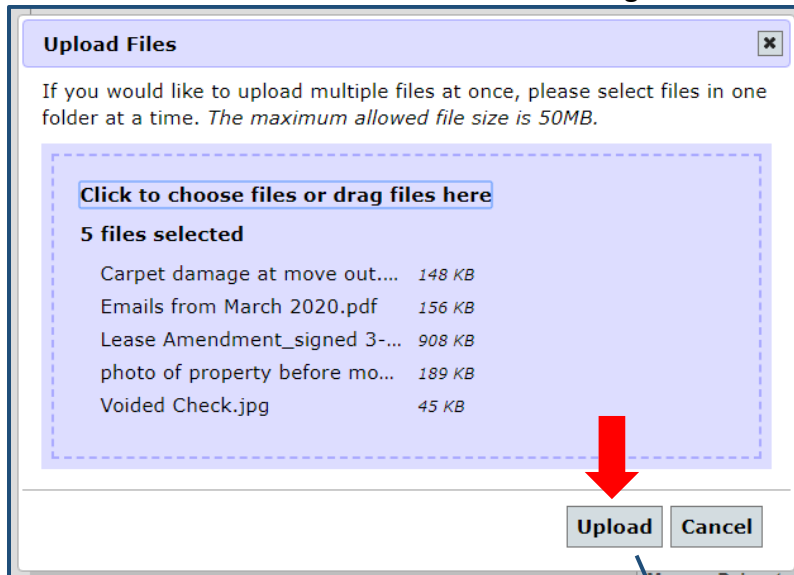
- P1: Party 1 – 1<sup>st</sup> party to register for evidence sharing for this case
- PLAIN: Plaintiff – This party is identified as the plaintiff in the Court's case management system. Other values may be: PET - Petitioner, DEF - Defendant, RES – Respondent
- HR: Harvey Ramirez – The initial party's first and last name as recorded in the Court's case management system
- (#): The number in parentheses next to the folder name refers to how many files have been uploaded.



5. To upload files, select the Upload Files button, and then click on the sentence **Click to choose files or drag files here** in the blue box. This will open a window to select files from your computer.



6. Select the files you would like to upload and then click on the **Upload** button. When each file listed has a checkmark to the right of the name, select the **Close** button.























Your files are now saved to your evidence folder. They will automatically sort in alphabetical or numerical order.

User: harveyramirez.pcsc@gmail.com [Log out](#)

**VCourt™ Evidence**

Case: [R-SC-0025604](#) - Ramirez, Harvey vs. Hamilton Susan

Folder: P1 PLAIN HR - HARVEY RAMIREZ (PLAIN) ↕

<input type="checkbox"/> all	name	uploaded			
<input type="checkbox"/>	 Carpet damage at move out.png	10/2/2020 12:03 PM	<a href="#">view</a> 	<a href="#">download</a> 	<a href="#">delete</a> 
<input type="checkbox"/>	 Emails from March 2020.pdf	10/2/2020 12:03 PM	<a href="#">view</a> 	<a href="#">download</a> 	<a href="#">delete</a> 
<input type="checkbox"/>	 Lease Amendment_signed 3-19-20....	10/2/2020 12:03 PM	<a href="#">view</a> 	<a href="#">download</a> 	<a href="#">delete</a> 
<input type="checkbox"/>	 photo of property before move in.jpg	10/2/2020 12:03 PM	<a href="#">view</a> 	<a href="#">download</a> 	<a href="#">delete</a> 
<input type="checkbox"/>	 Voided Check.jpg	10/2/2020 12:03 PM	<a href="#">view</a> 	<a href="#">download</a> 	<a href="#">delete</a> 

[Upload Files](#)

Upload Mode ⓘ

Next Eligible Event: April 12, 2021 9:00AM

[Manage Delegates](#)

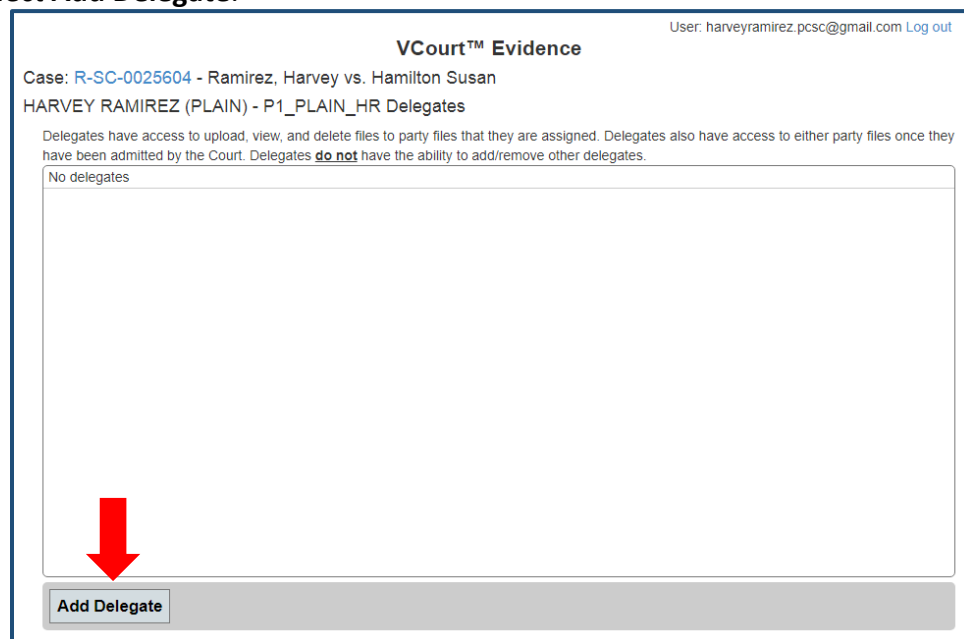
### Share Access to Your Evidence Folder with Others

If you would like to allow someone else (for example, your attorney client, spouse, etc.) access your evidence folder and the ability to upload exhibits:

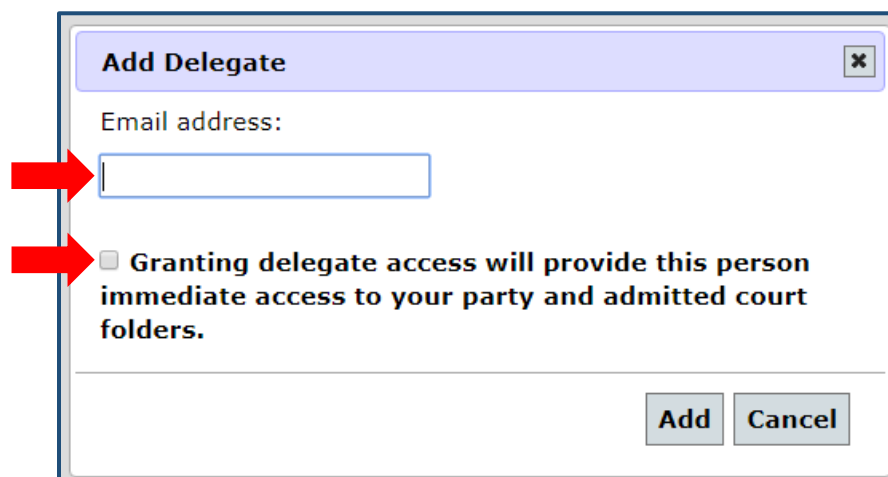
1. Click on **Manage Delegates** in the bottom right corner.



2. Select **Add Delegate**.



3. Enter their email address and select the checkbox to grant them access. Once you select **Add**, the delegate will receive an email confirmation. They should create or log in to a CA Courts ID Account to view the folder.



### *Technical Specifications*

You may upload the following document types from your device:

- |         |         |        |
|---------|---------|--------|
| → .doc  | → .jpeg | → .flv |
| → .docx | → .png  | → .wmv |
| → .xls  | → .wav  | → .mp4 |
| → .xlsx | → .pdf  | → .mov |
| → .jpg  | → .avi  |        |

If you see a **red error message** next to a file name, you may need to edit the file name or reduce the size to be able to upload it. The website will not let you upload files if they either:

- Are larger than 50 MB.
- Include any special characters in the file name (Examples: \ / : \* ? " < > |).

Tips for uploading evidence:

- **Do not combine all your files into a single exhibit.** For example, if you have (1) a lease, (2) a photograph, and (3) copies of emails, you should be uploading three separate files.
- **Be sure to name your file(s) with a descriptive word or phrase that will inform you what that document is.** Examples: "Lease signed 3-10-19"; "Photo of Blue House"; "Emails from March-April 2019"




The court is taking steps to protect against files that are infected with viruses. However, please ensure you have proper security to protect your computer. By using the Evidence Sharing System, you assume all risks associated with the use of this site and the download of the other parties' exhibits.

### Viewing Evidence

When it is exactly one hour before the calendar begins, you will no longer be able to upload files, and instead are able to view the other parties' uploaded evidence. The evidence sharing website will switch from Upload to View mode (If the hearing begins at 9:00 AM, the website will switch at 8:00 AM. If the hearing begins at 8:30 AM, the website will switch at 7:30 AM). At this time, you will be able to see:

**VCourt™ Evidence**  
Case: R-SC-0025604 - Ramirez, Harvey vs. Hamilton Susan

1. The Court's Admitted folder
2. Your folder
3. The other party's folder

name	
	Admitted (0)
	P1 PLAIN HR (5)
	P2 DEF SH (12)

**Viewing Mode** ⓘ  
Next Eligible Event: April 12, 2021 9:00AM  
[Manage Delegates](#)

**Please review the other parties' evidence before the hearing begins.** During the hearing, you will be able to view all three folders listed above if you have both the video conference and the VCourt Evidence websites open. You will not be able to access VCourt Evidence from the video conference.